**Statement-II**

*Statistical information on complaints dealt with during the period from June, 1991 to May, 1992*

| Month | No. of complaints received. | Complaints attended |
|---|---|---|
| June,91 | 265 | 264 |
| July,91 | 337 | 333 |
| August,91 | 324 | 301 |
| Sept.,91 | 374 | 358 |
| October,91 | 374 | 365 |
| November,91 | 374 | 352 |
| December,91 | 257 | 243 |
| January,92 | 455 | 432 |
| February,92 | 559 | 526 |
| March,92 | 480 | 444 |
| April,,92 | 657 | 590 |
| May,92 | 202 | 141 |
| | 4658 | 4349 |

**Need to improve efficiency of Postal Department**

1157. SHRI S. K. T. RAMACHANDRAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what concrete measures are being taken by Government to improve the efficiency of Postal Department, particularly, to speed up the postal deliveries; and

(b) what are the norms at present prescribed for setting up a post office in a hamlet or a village?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Supervision and monitoring have been strengthened to ensure correct sorting and routing of mail. Delivery of mail in post offices is being restructured to ensure delivery of maximum quantum of mail on the date of their receipt in the post office. In order to improve the efficiency and productivity of services provided by the Department, a beginning has been made of the use of modern technology like computers in areas of counter transactions and Postal Life Insurance.

(b) The norms for opening of new post offices in rural areas are given in Statement.

Statement

*Norms for opening of Post Offices; Effective from* 1-4-1991.

*Branches Post Offices*:

In normal Rural Areas.

(i) *Population*:-

3000 population in a group of villages.

(ii) *Distance*:

The minimum distance from the nearest existing post office will be 3 Kmts.

(iii) *Anticipated Income*:

The minimum anticipated revenue will be 33 1-3 per cent of the cost.

In Hilly, Tribal, Desert and inaccessible Rural Areas:

(i) Popuation :—

500 population in an individual village or 1000 population in a group of villages.

(ii) *Distance*:—

The distance limit will be the same as above except that in hilly areas, the minimum distance limit can be relaxed by the Directorate.

(iii) *Anticipated Income*:

The minimum anticipated income will be 15 per cent of the cost.

**New Telephone Lines and Exchanges in Bombay**

1158. SHRI SUBRAMANIAN SWAMY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of new telephone lines M.T.N.L. Bombay propose to allot in each of the different exchange areas in Bombay during the next two years;

(b) what are the places in Bombay where M.T.N.L. propose to open New Telephone Exchanges; and

(c) what are the details of other improvements M.T.N.L. propose to implement in the next two years in Bombay?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) to (c) The details are given in Statement I, II and III, respectively.

**Statement-I**

*Details of lines to be allotted in various exchanges of Bombay during the next two years*

**Already Commissioned**

| Sl. No. | Exchange | Capacity in K Lines |
|---|---|---|
| 1 | City-4 | 5·0 |
| 2 | Gokuldham RLU | 0·300 |
| 3 | Malad RLU-2 | 0·5000 |
| 4 | Andheri-3 | 0·352 |
| 5 | Borivli RLU | 4·000 |
| 6 | Mumbra RLU | 1·000 |
| 7 | Chembur RLU | 3·000 |
| | Total : | 14·152 |